

Member Newsletter



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Welcome

Welcome to the Summer 2019 edition of the Arizona Complete Health-Complete Care Plan member newsletter.

At Arizona Complete Health-Complete Care Plan we understand how important your health care is to you and your family. Your health is important to us too. That is why Arizona Complete Health-Complete Care Plan is here to give you the tools you need to manage your own health care.

We want to thank you for being a member of our plan.

CEO's Corner



James Stover, CEO

Arizona Complete Health-Complete Care Plan

Welcome to the Summer 2019 Edition of the Arizona Complete Health-Complete Care Plan Newsletter! In this issue, we have provided resources for members like you:

- Member Frequently Asked Questions
- Hospital Inpatient Stays
- Suicide Prevention
- and Much More!

We hope you like this newsletter. Enjoy the rest of your summer!

Sincerely,

James Stover
CEO, Arizona Complete Health-Complete Care Plan

Hospital Readmissions

Hospital inpatient stays are no fun. Did you know that 14% of hospital stays result in a readmission within 30 days after discharge?*

To help you have a successful transition back home after a hospital stay, we created the following tips:

- 1. Include your family/friends** in your discharge planning. They can help you stay on track.
- 2. Schedule all follow up appointments** while you are still at the hospital. That way, all you need to do when you leave is go to the appointment. If you need transportation help, we can help you arrange that. Please contact our Member Services department at 1-888-788-4408, TTY/TDY 711 for assistance.
- 3. Make sure your healthcare team has all the correct contact information** for you and anyone you are comfortable with them talking to regarding your healthcare.
- 4. Have your doctor go over all your medications with you.** This includes your current medications as well as any new medications prescribed during your stay.

- 5. Don't be afraid to ask questions.** Remember, Member Services can help.

*Reference: [Healthcare Cost & Utilization Project \(H-CUP\) Statistical Brief #248: Characteristics of a 30-Day All Cause Hospital Readmissions, 2010-2016.](#)



Diabetes and Depression

For some people, living with diabetes can feel like a challenge. From watching what you eat, to taking medicine, or testing your blood sugar – it can feel like a lot of work! Sometimes people also feel sad or hopeless. Feeling this way most of the day for two weeks or more can be a sign of depression. People with diabetes have a higher chance of having depression than people without diabetes.

Other symptoms of depression include:

- **Change in appetite** – you eat more or less than you used to
- **Loss of energy** – you feel tired all the time
- **Trouble concentrating** – you can't watch TV or read because other thoughts or feelings get in the way
- **Suicidal thoughts** – you feel you want to hurt yourself or die

If you are feeling symptoms of depression, don't keep them to yourself. There are many people who can help. You can talk to your doctor. You can also call Arizona Complete Health-Complete Care Plan. We can help you to find someone who can help. **If you feel you need immediate help, there is a confidential crisis line open 24 hours a day, 7 days a week:**

- **Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Yuma Counties or on the San Carlos Apache Reservation:**
1-866-495-6735
- **Maricopa County:** **1-602-222-9444** or **1-800-631-1314**
- **Gila County:** **1-877-756-4090**
- **Tohono O'Odham Nation:**
1-844-423-8759

Source: American Diabetes Association



How Can I Help Someone Who Might be Thinking of Suicide?

Suicide is the tenth leading cause of death for adults in the United States and the second leading cause of death for teens. According to the Centers for Disease Control and Prevention, suicide rates have climbed 24% since 1999. Some of the factors for this increase may include: money challenges, loss of a relationship or mental health problems that are not being treated. There are warning signs that often occur and resources that can support a person who is struggling. Take all statements and actions seriously – you can make the difference with your support.



What are some warning signs?

- Behavior change
- Direct verbal statements (saying that they may commit suicide)
- Situations involving loss
- Hopelessness
- Distress

How can a person help if they encounter someone who is thinking of suicide?

- Ask directly if the person is thinking of suicide
- Let the person know that they are not alone and you care
- Listen, be sympathetic and offer hope
- Take the person seriously
- Provide resources and referral source

Who can help during a crisis?

- Crisis Hotlines by Arizona County
1-866-495-6735 (Cochise, Graham, Greenlee, La Paz, Pima, Pinal, Santa Cruz and Yuma Counties)
1-800-631-1314 and 602-222-9444 (Maricopa County)
1-877-756-4090 (Apache, Coconino, Gila, Mohave, Navajo and Yavapai Counties)
- National Suicide Prevention Lifeline
1-800-273-TALK (8255)
- Lifeline in Spanish – 1-888-628-9454
- Veterans Crisis Hotline 1-800-273-TALK (8255) and Press 1 or Text message to 838255

Preventing Heat-Related Illness

Your body keeps itself cool by letting heat escape through the skin, and by evaporating sweat. If your body does not cool properly or does not cool enough, you might suffer from a heat-related illness.

Anyone can be prone to heat-related illness. Those at greatest risk are infants and young children, adults over 65, people who are homeless, people who are overweight, people who overexert during work or exercise, and people who are physically ill or on certain medications, such as for depression, insomnia, or poor circulation. Heat-related illness may be serious or even deadly if ignored.

Staying healthy during the summer is easier if you take the time to protect yourself by making sure you are drinking enough water and limiting your exposure to the heat.

Follow these simple rules:

- **Drink water.** Even people that stay mostly indoors all day should drink at least 2 liters of water per day. People that spend time outdoors should drink 1 to 2 liters per hour that they are outdoors. People that do strenuous activity outdoors should be very careful, being your body can lose up to 4 liters of water per hour during strenuous activity. You should carry water with you and drink even if you do not feel thirsty. Be heat safe and avoid alcohol, which dehydrates the body. Avoid using salt tablets unless directed to do so by a physician.
- **Dress for the heat.** Wear lightweight, light-colored clothing. Light colors will reflect away some of the sun's energy. It is also a good idea to wear hats or to use an umbrella. Always apply sunscreen.
- **Eat small meals and eat more often.** Avoid foods that are high in protein which increase metabolic heat.
- **Monitor those at High Risk.** Check on friends, family, and neighbors for signs of heat exhaustion or heat stroke. Infants and young children need more frequent watching.
- **Slow down. Avoid strenuous activity.** If you must do strenuous activity, do it during the coolest part of the day, which is usually in the morning between 4:00 a.m. and 7:00 a.m.
- **Stay indoors when possible.**
- **Take regular breaks on warm days.** Take time out to find a cool place. If you recognize that you, or someone else, are showing symptoms of a heat-related illness, stop activity and find a cool place. Remember, have fun, but stay cool!

Source: Arizona Department of Health Services

Cultural Corner

Written by Amy D'Arpino, Cultural Competency Specialist



If you are blind or have low vision, it can be hard to get the information you need from websites. You have the right to get information from your health plan. There are laws that say federal agencies must have fair and equal access to websites and other services for people with disabilities. This includes Provider and Health Plan websites.

The Arizona Complete Health-Complete Care Plan website is designed to be easy to read even if you are blind or have low vision. This can mean that the words on the website will work with screen readers. This gives everyone the chance to get the information they may need.

If you feel you have been discriminated against, file a complaint or concern with us by calling Member Services at 1-888-788-4408 (TTY/TDY 711) or by emailing AzCHGrievanceAndAppeals@azcompletehealth.com. You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>.

Reminder About Language Assistance:

Arizona Complete Health-Complete Care Plan and our Providers offer interpretation, including Sign Language interpreters, at no cost to you. We can also help you find a provider that speaks your language. If you cannot talk with your provider because of a language barrier, we can schedule an interpreter to help with your appointment. If you need any vital written member materials translated, or materials in alternate formats including large print or Braille, please contact your Provider or Arizona Complete Health-Complete Care Plan Member Services at 1-888-788-4408 or TTY/TDY:711 or visit our website at azcompletehealth.com/completecure.

Member Service FAQs

We know you have many questions when it comes to your health and the services covered by our plan. Below are some Frequently Asked Questions from some of our members, which may be helpful.

Is pulling teeth considered an emergency?

This depends on what the dentist finds and bills AzCH for. A Prior Authorization (PA) may be required to determine if the service will be covered.

How will I know if this is a dental emergency or not?

This depends on what the dentist finds and bills AzCH for. A PA may be required to determine if the service will be covered.

I haven't gone to this clinic before so I do not know who I will see. Can't you just assign the clinic?

No. We would need to have a name to assign, however, if that doctor is unavailable for an appointment, you can see another doctor in the office.

Are STD's covered and how do I get tested?

Coverage is available but some tests require a PA. You would need to go through your PCP (Primary Care Provider) so that if a PA is required, the doctor can submit the PA on the members' behalf.

Why did my medication get rejected by the pharmacy after the dosage increased? How do I get the new prescription?

Depending on the medication, the doctor will have to communicate with the pharmacy that there was a dosage change and then the pharmacy can run the claim for the prescription. If there are any issues, have the pharmacy call Member Services and we will be able to reach out to our internal pharmacy department for help. Some increase in dosages will require a PA and the doctor will need to submit that for the member.

Do we cover art therapy as a behavioral health benefit and who can I go to for that?

There are benefits available for a variety of therapies for behavioral health. To know if the specific therapy is a covered benefit, we would need to have the doctor provide the billing code so we can check coverage and see if there is a PA required for the service. Reach out to health home agency to get a full list of therapies available to you.

What kinds of activities are covered under behavioral health?

- Case management services
- Behavior management (home care training, behavioral health self-help/ peer support)
- Psychotropic medications
- Psychotropic medication adjustment and monitoring
- Behavioral health nursing services
- Emergency or crisis services
- Emergency and non-emergency medically necessary transportation
- Screening, evaluation and assessment
- Individual, group and family counseling and therapy
- Inpatient hospital services
- Institute for mental disease (limited)
- Laboratory, radiology and medical imaging services for psychotropic medication regulation and diagnosis
- Opioid Agonist treatment
- Inpatient behavioral health facility services
- Substance use (opioid, drug & alcohol) counseling
- Respite care (with limitations)
- Behavioral health supportive home care services
- Partial Care (supervised day program, therapeutic day program and medical day program)
- Psychosocial rehabilitation (living skills training, health promotion, supportive employment services)
- For a full list of available Behavioral Health services please see your health home provider.

Why isn't my annual physical part of My Health Pays rewards?

- Well visits are part the Rewards program up to members turning 20.
- The primary services that are part of the Rewards program for adults are cancer screenings and pregnancy. Unfortunately, Well visits are important but not part of the Rewards program.

Member Service FAQs continued

Why can't you tell me why my PA denied?

We do not go into detail about denied PA because we are sending a letter to the doctor advising on why the PA denied. There is a possibility that the doctor submitted additional information to get the PA further reviewed. We advise members to contact the doctor for details. If they have submitted additional information, the doctor's office can advise the member on the current status and what is needed.

I received a bill from the hospital even after I told them that they have to send a claim to AzCH. Why can't I just submit it for them?

No, you cannot submit a claim on behalf of the doctor. The doctor is the only one that can submit a claim for AHCCCS Medicaid coverage. Please advise the doctor that you have discussed it with AzCH and they have to submit the claim to us to get payment. Do not pay the bill because we cannot reimburse a member.

Member has not received ID cards.

We will reorder the cards if they have not already been ordered within the past five days.

PCP was changed without member's permission.

- We will update the PCP to member's choice if provider is in our network. We can provide 3 additional in network PCP's for the member to choose from.
- We will automatically select a PCP if there is not one chosen.

Provider is billing member even though member provided AzCH ID cards.

- Members should not be billed for covered services.
- We can reach out to the billing company on the member's behalf and advise the correct billing process.

Can I update my address? Can I still see my PCP if address is not updated?

- Address updates must be done through AHCCCS. Member information is populated from data received from AHCCCS. Member Services can assist with making address updates with the member's approval.
- We can still update the PCP if address is incorrect, advising the member the ID card will be sent to the address on file at the time of the request.

Why is dental and vision not covered?

Dental and vision coverage can change every plan year. It will be based on the available funding that plan year. For 2019 we are only able to cover pediatric dental and vision, and emergency dental for adults.

What does this plan cover? I'm new to AHCCCS / Medicaid.

Medicaid covers what is medically necessary for both physical and behavioral health; dental and vision may be covered for children.

I don't have my ID card yet. Can I still see my PCP?

Yes you can. All you will need is your AHCCCS ID number and name of plan which is, Arizona Complete Health-Complete Care Plan.

Questions?

1-888-788-4408,

TTY/TDY 711

Member Services
can help.

Discrimination is Against the Law

Arizona Complete Health-Complete Care Plan (AzCH-CCP) complies with applicable Federal civil rights laws and does not discriminate on the basis of race, color, national origin, age, disability, or sex. Arizona Complete Health-Complete Care Plan does not exclude people or treat them differently because of race, color, national origin, age, disability, or sex.

Arizona Complete Health-Complete Care Plan:

- Provides free aids and services to people with disabilities to communicate effectively with us, such as: qualified sign language interpreters
- Written information in other formats (large print, audio, accessible electronic formats, other formats)
- Provides free language services to people whose primary language is not English, such as: qualified interpreters and information written in other languages

If you need these services, contact Member Services at:

Arizona Complete Health-Complete Care Plan 1-888-788-4408 (TTY: 711)

If you believe that Arizona Complete Health-Complete Care Plan failed to provide these services or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance with the Chief Compliance Officer, Cheyenne Ross. You can file a grievance in person, by mail, fax, or email. Your grievance must be in writing and must be submitted within 180 days of the date that the person filing the grievance becomes aware of what is believed to be discrimination.

Submit your grievance to:

Arizona Complete Health-Complete Care Plan Chief Compliance Officer-Cheyenne Ross
1870 W. Rio Salado Parkway, Tempe, AZ 85281. Fax: 1-866-388-2247
Email: AzCHGrievanceAndAppeals@AZCompleteHealth.com

You can also file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail at U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; or by phone: 1-800-368-1019, 1-800-537-7697 (TTY).

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>

La discriminación es contra la ley

Arizona Complete Health-Complete Care Plan (AzCH-CCP) cumple con las leyes Federales de derechos civiles correspondientes y no discrimina con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo. Arizona Complete Health-Complete Care Plan no excluye a las personas ni las trata en forma distinta debido a su raza, color, nacionalidad, edad, discapacidad o sexo.

Arizona Complete Health-Complete Care Plan:

- Proporciona, sin cargo alguno, ayudas y servicios a las personas con discapacidades para que se comuniquen en forma eficaz con nosotros, como: intérpretes de lenguaje de señas calificados.
- Información escrita en otros formatos (letra grande, audio, formatos electrónicos accesibles y otros formatos).
- Proporciona, sin cargo alguno, servicios de idiomas a las personas cuyo idioma primario no es el inglés, como: intérpretes calificados e información por escrito en otros idiomas.

Si necesita estos servicios, llame al Centro de Contacto con el Cliente de:

Arizona Complete Health-Complete Care Plan al: 1-888-788-4408 (TTY: 711)

Si considera que Arizona Complete Health-Complete Care Plan no ha proporcionado estos servicios o que ha discriminado de otra manera con base en la raza, el color, la nacionalidad, la edad, la discapacidad o el sexo, puede presentar una queja ante el Director General de Cumplimiento (Chief Compliance Officer), Cheyenne Ross. Puede presentar la queja en persona o por correo, fax, o correo electrónico. Su queja debe estar por escrito y debe presentarla en un plazo de 180 días a partir de la fecha en que la persona que presenta la queja se percate de lo que se cree que es discriminación.

Presente su queja a:

Arizona Complete Health-Complete Care Plan, Chief Compliance Officer-Cheyenne Ross
1870 W. Rio Salado Parkway Tempe, AZ 85281. Fax: 1-866-388-2247
Correo electrónico: AzCHGrievanceAndAppeals@AZCompleteHealth.com

También puede presentar una queja de derechos civiles ante la Oficina de Derechos Civiles del Departamento de Salud y Servicios Humanos de Estados Unidos, electrónicamente mediante el Portal de Quejas de la Oficina de Derechos Civiles, disponible en <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, o por correo postal a U.S. Department of Health and Human Services; 200 Independence Avenue, SW; Room 509F, HHH Building; Washington, D.C. 20201; o por teléfono: 1-800-368-1019, 1-800-537-7697 (TTY).

Los formularios para presentar quejas se encuentran en <http://www.hhs.gov/ocr/office/file/index.html>

